

JOB DESCRIPTION:

FAMILY SUPPORT WORKER



JOB DETAILS

Salary range: H8

Contract type: Permanent

Reporting to: Headship Team

Responsible for: n/a

MAIN PURPOSE

- To support families of children at risk from low-level unmet needs to ensure full access to educational opportunities and overcome learning barriers.
- To prevent needs from escalating by providing appropriate interventions at the right level and connecting families with specialist services when needed.
- To provide administrative support to the headship team, including effective liaison with outside agencies and professionals.

KEY RESPONSIBILITIES

- To provide targeted support to children and young people and their families with unmet needs, by engaging them in time-limited support by:
 - build trusting and supportive relationships with families from diverse backgrounds, actively developing your cultural understanding and communication skills
 - providing appropriate intervention programs, including outreach or home visits, and facilitating structured parenting workshops
 - support families in implementing effective behaviour management strategies, promoting a positive and inclusive school environment
 - assisting with transitions between primary and secondary schools
 - work proactively to improve attendance, identifying barriers and developing solutions in partnership with families and external agencies
 - employing strategies to proactively reach out to families with limited English proficiency, utilising translation services and culturally appropriate communication methods
 - conducting or coordinating needs assessments, including Early Help Module (EHM); leading on Families First Assessments
 - advising parents on local services, making referrals to specialists, and liaising with agencies
 - recording and sharing data and evaluating outcomes of implemented programs.
- To provide administrative support to the headship team by:
 - proactively scheduling and facilitating meetings with parents, outside agencies and professionals.
 - ensuring relevant information and paperwork are accessible for informed participation.
 - gathering data, evidence, and materials from various sources for report and application preparation.
 - making grant and bid applications in liaison with the headship team
 - liaising with Special Educational Needs & Disabilities Coordinator (SENDCo) for administration of Education, Health & Care Plans (EHCPs) and referrals to other agencies (educational psychologists, counsellors, specialist advisory teams)

- maintaining an efficient and secure filing system for all confidential records
- Other responsibilities include:
 - assisting with pupil welfare matters, including communication with parents and staff.
 - contributing to the overall ethos and work aims of the school.
 - actively participating in training, learning activities, and performance development opportunities.
 - undertaking other duties as assigned by the headship team that are appropriate for the post grade.
 - contributing to a safe and nurturing school environment by upholding safeguarding policies and procedures.

This job description may be amended at any time in consultation with the postholder.

Last review date: February 2024

Next review date: February 2027

PERSON SPECIFICATION:

FAMILY SUPPORT WORKER



CRITERIA	QUALITIES
Qualifications and training	<ul style="list-style-type: none"> Evidence of accredited learning relevant to the post (NVQ level 3 or equivalent) (desirable)
Experience	<ul style="list-style-type: none"> Experience of administration work Experience of working in a school office (desirable) Experience of working in a family support role (desirable)
Skills and knowledge	<ul style="list-style-type: none"> Good numeracy and literacy skills, including good standard of spoken and written grammar. Effective communication and interpersonal skills Ability to build effective working relationships Ability to use standard IT systems Good record-keeping skills Good attention to detail Ability to use initiative to solve problems Ability to prioritise and organise your workload on a day-to-day basis, using your initiative to ensure that deadlines are met.
Personal qualities	<ul style="list-style-type: none"> Commitment to getting the best outcomes for pupils and promoting the ethos and values of the school Excellent organisational skills Ability to work under pressure and prioritise effectively Commitment to maintaining confidentiality at all times Commitment to safeguarding and equality